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November 8, 2004

Ms. Marlene Dortch Secretary Federal Communications Commission 445 12th Street, SW, Room TWB-204 Washington, DC 20554

> Re: CG Docket No. 02-386; Rules and Regulations Implementing Minimum Customer Account Record Exchange Obligations on all Local and

**Interexchange Carriers** 

Dear Ms. Dortch:

This Ex Parte provides a further modification of a proposal that was reviewed with representatives of the Consumer and Governmental Affairs Bureau on November 4, 2004. At the November 4<sup>th</sup> meeting, a coalition of interexchange carriers and local exchange carriers ("Coalition") met with the Consumer and Governmental Affairs Bureau to present a draft set of mandated business activities that should trigger the exchange of specific customer record information between carriers. Members of the Coalition are: AT&T, Bellsouth, MCI, Qwest, SBC, Sprint, and Verizon.

During the November 4<sup>th</sup> meeting, the Coalition expressed confidence that mandating the exchange of specific information during the identified business activities will reduce the number of consumer complaints associated with carrier changes. In addition, the Coalition believes that the most effective method of exchanging information between carriers is through the existing CARE process using appropriate CARE codes. The Coalition presented a list of business activities and required information exchange. Attached, is a refinement and clarification of that document. It provides an updated list of business activities and the required data elements to be exchanged in each case. The Coalition aserts that the identified data elements are the minimum required in order to address customer billing issues associated with these business activities.

This Notice is being filed pursuant to Section 1.1206(b)(2) of the Commission's rules. If you have any questions regarding this filing please do not he sitate to contact me.

Sincerely,

Marlene Dortch November 8, 2004 Page 2 of 2

## Attachment

J. Keithley G. Fullano cc:

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## Mandated Business Activities Information Exchange

The information in Column 2 (either the narrative or appropriate CARE TCSI Code) and all the data elements identified in Column 3 are the required pieces of information. These required pieces of information must be provided on each specific customer information exchange for the specific business activity identified in Column 1 as defined by the industry in the CARE/ISI document. Column 4 identifies certain conditions where additional pieces of specific data may be required, or should be provided when available, based on the business event.

Business Activity and Description	Business Event Narrative	Required Data Elements	Exceptions to Required Data
	or Appropriate Four- Digit CARE TCSI		Elements and/or Process Exceptions
Presubscription Orders     Submitted by IXC	WTN     Presubscription     Order	For WTN Orders: WTN,     Date, JI, CIC (submitting     IXC)	
When a customer contacts an IXC to establish the IXC as the preferred presubscribed toll carrier, the IXC	BTN Presubsciption     Order	• For BTN Orders: BTN, Date, JI, CIC (submitting IXC)	
must submit the customer's properly verified order to the customer's LSP instructing the LSP to install/change the PIC for the end user line(s) to the submitting IXC.	or Use the Appropriate 4- digit CARE TCSI code		
2. Presubscription Order Rejects  When an IXC submitted PIC Order cannot be processed by the receiving LSP (either due to an order error or a specific customer service e.g., PIC Freeze), it is the responsibility of the LSP to notify the submitting IXC with the specific reason why the order could not be processed.	LSP Reject to IXC Order with a specific reason why the order could not be processed  or  Use the Appropriate 4- digit CARE TCSI code	All data elements provided on a reject must be the exact data elements submitted by the IXC on the original order. This is called the mirror-back rule.	<ul> <li>Rejects to BTN level PIC orders should be returned at the line level (WTN or Terminal) for each line under the submitted BTN, or an applicable BTN level reject.</li> <li>On all rejects the</li> </ul>
			JI should indicate the level of PIC jurisdiction being
			rejected. • Rejects due to number portability,
			resale or UNE-P arrangements, where the WTN is the
	in the second se		responsibility of another LSP, the LSP ID of the new
			LSP for the end user should be provided when available.

<sup>&</sup>lt;sup>1</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity	Business Event	Required	Exceptions to Required
and	Narrative	Data Elements	Data
Description	or		Elements and/or
	Appropriate Four-		Process Exceptions
	Digit CARE TCSI2		
3.Confirmation of IXC Submitted	IXC Order Confirmation	BTN, WTN, BNA, Date, CTI, Non-	Confirmations to a
Presubscription Order Install		Pub/Non-List Indicator, JI, CIC	BTN level PIC orde
	or		should be returned
When an LSP has processed the IXC			at the line level
submitted order, the LSP sends a	Use the Appropriate 4-		(WTN or Terminal)
confirmation to the submitting IXC	digit CARE TCSI code		for each PIC
as verification that the customer		100 Aug 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	confirmed line unde
has been put on the IXC's network in		Francisco Control Cont	the submitted BTN.
the local switch			When a PIC Order
			Confirmation is a
			response to a toll
			reseller order
	a second		submitted by the
the second of the second			underlying IXC, the
			toll reseller
			indicator should be
			1
			provided when
			available.
I. LSP Presubscription Order	LSP Business Office	DTNI W/TNI DNIA Data CTT Nam	
Install from LSP Business Office	Order Install	BTN, WTN, BNA, Date, CTI, Non-	
		Pub/Non-List Indicator, JI, CIC,	
Order	Notification to the	Restricted PIC Indicator	* * * * * * * * * * * * * * * * * * * *
	presubscribed IXC		
When a customer contacts the LSP			
ousiness office and selects an IXC	or		
for presubscribed toll service(s),			
the LSP completes the order and	Use the Appropriate 4-		
notifies the selected IXC of the PIC	digit CARE TCSI code		14 T
nstall.			
5. LSP Presubscription Notification	LSP Change in PIC Due to	BTN, WTN, BNA, Date, CTI, Non-	
o the Authorized Carrier as a	Customer Reported PIC	Pub/Non-List Indicator, JI, CIC,	
Result of a Customer Initiated PIC	Dispute (alleged slam)	Restricted PIC Indicator	
Dispute (alleged slam)	or		
		Additionally, one or more of the	
When a customer reports a PIC	Use the Appropriate 4-	following data elements must be	
Dispute to the LSP and requests to	digit CARE TCSI code	provided to identify the	
e returned to his previous		unauthorized carrier on this record	
resubscribed carrier (as the		for the disputed JI:	
uthorized carrier), the LSP			
rocesses the PIC change and	Street Park	1. Disputed CIC	
otifies the authorized carrier of		2. Disputed CIC-2	
he PIC install as a result of the PIC		3. Disputed Company Code -	
Dispute. The PIC notification to the		IntraLATA	
	.'	#1111 WEAT 1 171	
•			
authorized carrier includes the	i de la companya de		
•			

 $<sup>^2</sup>$  Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity	Business Event	Required	Exceptions to Required
and	Narrative	Data Elements	Data
Description	or		Elements and/or
	Appropriate Four-		Process Exceptions
	Digit CARE TCSI		
6.LSP Presubscription Cancellation	LSP Notification of PIC	BTN, WTN, Date, CTI, JI, CIC	BNA should be
Notification to the Unauthorized	Cancellation due to		provided when
Carrier as a Result of Customer-	Customer Reported PIC	Additionally, one or more of the	available.
Initiated PIC Dispute (alleged	Dispute (alleged slam)	following data elements must be	
slam)		provided to identify the authorized	
	or	carrier on this record for the	
When a customer reports a PIC		disputed JI:	
Dispute to the LSP, the LSP	Use the Appropriate 4-		
processes the PIC change and	digit CARE TCSI code	1. Disputed CIC	
notifies the unauthorized carrier of		2. Disputed CIC-2	
the PIC cancellation as a result of		3. Disputed Company Code -	
the PIC dispute. The PIC		IntraLATA	
notification to the alleged		anti diartera	
unauthorized carrier includes the			
identification of the authorized			
carrier			
7. Presubscription Service(s)	End User Cancelled IXC	BTN, WTN, Date, CTI, JI, CIC	BNA should be
7. Presubscription Service(s) Cancelled from LSP Business		BIN, WIN, Date, CII, JI, CIC	
	Service (s) through		provided when
Office Order	contact with LSP		available.
When a customer contacts the LSP	or		
business office and selects a new			
IXC for presubscribed toll	Use the Appropriate 4-		
service(s), the LSP completes the	digit CARE TCSI code	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	
order and notifies the old IXC of			
the PIC cancellation.		TANK TO THE TANK THE PARTY OF T	
8. Presubscription Service(s)	End User Cancelled IXC	BTN, WTN, Date, CTI, JI, CIC	BNA should be
Cancelled from another IXC Order	service through another		provided when
Submitted to the LSP	IXC order		available.
When an LSP has processed an IXC	or		
submitted order, the LSP sends the			
old IXC a presubscribed service(s)	Use the Appropriate 4-	· · ·	*
cancellation notice.	digit CARE TCSI code		
9. Local Service Disconnect (Dial-	LSP Notification of Local	BTN, WTN, Date, CTI, JI, CIC	BNA should be
tone) Notification – Unspecified	Service (Dial-tone)		provided when
Reason	Disconnect	20 St. 10	available.
			This business event
When a customer requests	or	``	should not be used
disconnection of local service, the			for PIC changes
LSP notifies the presubscribed IXC	Use the Appropriate 4-	to a section of the s	This business event
	digit CARE TOST code		ו באחווות אחד הפיווקפת
of the local service disconnect.	digit CARE TCSI code		should not be used
	digit CARE TCSI code	in the second of	to communicate a partial or entire

<sup>&</sup>lt;sup>3</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity and Description	Business Event Narrative or	Required Data Elements	Exceptions to Required  Data  Elements and/or
Oeser ipriori	Appropriate Four- Digit CARE TCSI <sup>4</sup>		Process Exceptions
			portability, local resale, or UNE-P migration when the specific number portability, resale or UNE-P activity can be identified and provided.
10. Service Disconnected - Number Portability  When the LSP can identify the customer is porting an existing number to a new provider, the LSP must notify the presubscribed IXC the customer is porting a TN to a new provider.  Note: PIC may or may not be changing  When the LSP cannot identify the customer is porting to a new provider, the LSP will notify the existing IXC of a service disconnect (see 9 above).	Service Disconnected Due to Number Portability  or  Use the Appropriate 4- digit CARE TCSI code	BTN, WTN, Date, BNA, CTI, JI, CIC	The LSP ID of the new carrier should be provided when available. When the LSP knows a number is porting from a wire-line to a wireless carrier, a "W," should be provided in the Number Portability Indicator data element when available.
11. LSP Notification of Migration to New LSP - Local Resale or Termination of Local Resale Arrangement	LSP Notification of Local Resale/UNE-P Migration or Termination or	BTN, WTN, Date, BNA, CTI, JI, CIC	The LSP ID of the new carrier should be provided when available.
When a customer migrates to a new LSP (local resale or UNE-P), or when a local resale arrangement is terminated as a result of a line loss notification from the Switch Provider, the LSP must notify the presubscribed IXC of the migration or termination.  Note: PIC may or may not be changing  When the LSP cannot identify the customer is migratine the local	Use the Appropriate 4-digit CARE TCSI code		
customer is migrating the local service to a new resale LSP, or the termination of the local resale arrangement, the LSP will notify the			

<sup>&</sup>lt;sup>4</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity	Business Event	Required	Exceptions to Required
and	Narrative	Data Elements	Data
Description	or		Elements and/or
	Appropriate Four-		Process Exceptions
	Digit CARE TCSI5		
existing IXC of a service disconnect			
(see 9 above).			
12. Presubscribed End User	Presubscribed End User	BTN, WTN, Date, CTI, Non-	JI should be
Information Changes	Information Changes	Pub/Non-List Indicator, BNA, CIC	provided when
			available.
When, according to the LSP's	or	Required	Data Element Change
records, any account or line		When any of the following types of	Indicator should be
information changes occur on a	Use the Appropriate 4-		1
		information change, the LSP must	provided when
presubscribed end user's account,	digit CARE TCSI code	notify the IXC:	applicable.
the LSP must communicate the	į.	• BTN*	
changed information to the		• WTN*	
presubscribed IXC.		Customer Code*	
Notification from the LSP to the		• CTI*	
IXC is required whenever the		Bill Name	
specific types of information listed		Bill Address	
as required in column 3 are changed.		Published Status	
Any other changed information not			
specifically listed should be provided		* Whenever the BTN, WTN,	
when the change information is		Customer Code, or CTI is changing	
available.		the IXC must receive both the old	
avanable.		and new information for each of	
Nadari This hassings a sublition much		1	**
Note: This business activity must		the data elements that changed.	
not include change of PIC.			
13. IXC BNA Request for ANI	IXC BNA Request for	WTN (ANI), Date, CIC (submitting	
	Submitted ANI	IXC)	
When an IXC receives usage for an	or		
ANI where the IXC has no customer	Use the Appropriate 4-		
BNA, the IXC submits a request for	digit CARE TCSI code		
BNA to the LSP.			
14. Request for BNA Rejected	LSP Reject for BNA	All data elements provided on a	When the reject is
	Request with a specific	reject must be the exact data	due to a resold,
When an IXC request for BNA for	reason why the BNA	elements submitted by the IXC on	UNE-P, or ported
ANI cannot be provided by the LSP,	request could not be	the original BNA request. This is	number
it is the responsibility of the LSP to	provided.	called the mirror-back rule.	arrangement, the
notify the requesting IXC with a	or	Janea The mirror back rule.	LSP ID should be
specific reason why the BNA could	Use the Appropriate 4-		provided when
not be provided.	digit CARE TCSI code		available.
15 PNA Demons	DNA Dagirana fara	WITH (ANT) Date OTO (-1. )	
15. BNA Response	BNA Response for	WTN (ANI), Date, CIC (submitting	
	Submitted ANI	IXC), Non-Pub/Non-List Indicator,	
When the LSP has processed the	or	BNA	
BNA for ANI, the LSP sends the			
BNA for the submitted ANI to the	Use the Appropriate 4-		
requesting IXC.	digit CARE TCSI code		

<sup>&</sup>lt;sup>5</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity	Business Event	Required	Exceptions to Required
and	Narrative	Data Elements	Data
Description	or		Elements and/or
	Appropriate Four- Digit CARE TCSI6	av:	Process Exceptions
16. Subscription Order Installation	LSP Notification of a	BTN, WTN, BNA, Date, CTI, Non-	When there is no
As a Result of a Customer Move	Customer Install From a	Pub/Non-List Indicator, JI, CIC,	change in PIC for an
Within the LSP's Designated Area	Move	Restricted PIC Indicator	install as a result of a move business
When the LSP can identify the	or	Note: Whenever the move includes	event, an End User
customer is moving from one location		a change in BTN, WTN, or	Information Change
to another within the LSP's	Use the Appropriate 4-	Customer Code, the IXC must	activity could be
designated area, where there is no	digit CARE TCSI code	receive both the old and new	used to communicate
change in the LSP, and may or may		information for each of these data	this business event
not involve a PIC change, the LSP		elements.	(see 12 above).
must notify the presubscribed IXC			
of the install from the move activity.			
When the LSP cannot identify the			
customer is moving within the LSP's			
designated area, the LSP will notify			
the presubscribed IXC of the install			the state of the s
using the install from an LSP			
business office order (see 4 above).			
17. Presubscription Order Install	LSP Notification of a	BTN, WTN, BNA, Date, CTI, Non-	When there is no
As a Result of a Customer	Customer Install from a	Pub/Non-List Indicator, JI, CIC	change in PIC for an
Change of Responsible Party	Change of Responsible		install as a result of
orlange of recoponsible railly	Party	Note: Whenever the responsible	a change of
When the LSP can identify the	,,,,,,	party change includes a change in	responsible party
responsible party for the account	or	Customer Code, the IXC must	business event, an
has changed, which may or may not		receive both the old and new	End User
involve a PIC change, the LSP must	Use the Appropriate 4-	customer codes.	Information Change
notify the presubscribed IXC of the	digit CARE TCSI code	Customer codes.	activity could be
install from the change of	aight office tool code		used to communicate
responsible party activity.			this business event
responsible party activity.			(see 12 above).
When the LSP cannot identify the			(366 12 05076).
change of responsible party activity,			
the LSP will notify the			
presubscribed IXC of the install			
using the install from an LSP			
business office order (see 4 above).			
18. Presubscription Service	LSP Notification of IXC	WTN, Date, CTI, JI, CIC	BNA should be
Canceled As a Result of a	Service Canceled Due To		provided when
Customer Move Within the LSP's	Move Within the LEC		available.
Designated Area	Designated Area		When there is no
			change in PIC for a
When the LSP can identify the	or		cancellation as a
customer is moving from one location			result of a move
to another within the LSP's	Use the Appropriate 4-		business event, an
designated area where there is no	digit CARE TCSI code		End User
change in the LSP, and may or may	angir orine root code		Information Change
not involve a PIC change, the LSP			activity could be
nor myore at to enange, the LOF	<u> </u>		delivity could be

<sup>&</sup>lt;sup>6</sup> Each business event can be communicated using the CARE process (*i.e.*, Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity and Description	Business Event Narrative or	Required Data Elements	Exceptions to Required  Data  Elements and/or
	Appropriate Four- Digit CARE TCSI <sup>7</sup>		Process Exceptions
must notify the presubscribed IXC			used to communicate this
of the IXC service cancellation due			business event (see 12
to the move activity.			above).
When the LSP cannot identify the			
customer is moving within the LSP's			
designated area, the LSP will notify			
the presubscribed IXC of the			
customer's service cancel using the			
Local Service Disconnect activity			
(see 9 above).  19. Presubscription Service	LSP Notification of IXC	DTN: WITH Date CTT DAIA TT	When there is no
Canceled As a Result of a	Service Canceled Due to	BTN, WTN, Date, CTI, BNA, JI, CIC	• when there is no change in PIC for a
Customer Change of Responsible	Customer - Responsible	CIC	cancellation as a
Party	Party Change - Final Bill		result of a change of
ruriy	rarry change - Final Bill		responsible party, an
When the LSP can identify the	or		End User
responsible party for the account			Information Change
has changed, which may or may not	Use the Appropriate 4-		activity could be
involve a PIC change, the LSP must	digit CARE TCSI code		used to communicate
notify the presubscribed IXC of the	digit of inc 1002 code		this business event
service cancellation from the change			(see 12 above).
of responsible party activity.			
When the LSP cannot identify the			, .
change of responsible party activity,			
the LSP will notify the			
presubscribed IXC of the			
customer's service cancellation using			
the Local Service Disconnect			
activity (see 9 above).			
20. Advisory - Temporary	LSP Temporary Suspend	BTN, WTN, Date, CTI, Non-	BNA should be
Suspension of Service - non-	of Local Service for	Pub/Non-List Indicator, JI, CIC	provided when
payment	Nonpayment		available.
Martin 1 CD 4			
When the LSP temporarily suspends a customer's local service due to	or		
	Ilaa tha Annesesiata A		
non-payment, the presubscribed IXC should be notified of the service	Use the Appropriate 4- digit CARE TCSI code		
suspension.	uigit CARE 1631 code	, , , , , , , , , , , , , , , , , , , ,	
эчэрепэтин,			
Some LSPs do not have the			
capability to perform this business			
activity or communicate this type of			
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<sup>&</sup>lt;sup>7</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity	Business Event	Required	Exceptions to Required
and	Narrative	Data Elements	Data
Description	or		Elements and/or
	Appropriate Four-		Process Exceptions
	Digit CARE TCSI8		
recommended that when the			
capability exists, that this			
information exchange takes place.			
21. Advisory - Service Restored	LSP Temporary	BTN, WTN, Date, CTI, Non-	BNA should be
from Temporary Suspension - non-	Suspension Restored	Pub/List Indicator, JI, CIC	provided when
payment			available.
	or		
When the LSP restores the			
customer's local service from a	Use the Appropriate 4-		
temporary suspension due to non-	digit CARE TCSI code		
payment, the presubscribed IXC	digit CARE TOOL COde		and the second second
should be notified of the suspension			
removal.			
removar			
Some LSPs do not have the			
capability to perform this business			
activity or communicate this type of			
nformation; however, it is highly			
recommended that when the			
capability exists, that this			
information exchange takes place.			
22. Advisory - Access to IXC	LSP Notification of IXC	BTN, WTN, Date, CTI, Non-	BNA should be provided
Network Blocked	Network Block	Pub/List Indicator, JI, CIC, Toll	when available.
		Block Indicator	·
When the LSP blocks a customer's	or		
access to the presubscribed IXC's			
network for nonpayment or a reason	Use the Appropriate 4-		
other than nonpayment, the LSP	digit CARE TCSI code		
should notify the presubscribed IXC			
of the block activity.			
Note: Currently, there are several			
states where the LSP is restricted			
from informing the presubscribed			
IXC about customer payment			
delinquencies. It is essential for the			
presubscribed IXC to know when the			
LSP has blocked the customer from			
accessing the presubscribed IXC's			
network.			,
Some LSPs do not have the			• •
capability to perform this business			
activity or communicate this type of			
activity of communicate time type of			
	I'		
information; however, it is highly			

<sup>&</sup>lt;sup>8</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

Business Activity and Description	Business Event Narrative or Appropriate Four- Digit CARE TCS19	Required Data Elements	Exceptions to Required  Data  Elements and/or  Process Exceptions
information exchange takes place.  23. Advisory - Access to IXC  Network Restored	LSP Notification to IXC Network Access Restored	BTN, WTN, Date, CTI, Non- Pub/Non-List Indicator, JI, CIC	BNA should be provided when available.
When the LSP removes the block on the customer's access to the presubscribed IXC's network, the LSP should notify the presubscribed IXC of the block removal.	or Use the Appropriate 4- digit CARE TCSI code		
Some LSPs do not have the capability to perform this business activity or communicate this type of information; however, it is highly recommended that when the			
capability exists, that this information exchange takes place.			

<sup>&</sup>lt;sup>9</sup> Each business event can be communicated using the CARE process (i.e., Transaction Code Status Indicators (TCSIs) with the required data elements) or if the TCSIs are not used, a full written description of the specific business event is required along with the required data elements.

## ATTACHMENT A

8	GLOSSARY OF ACRONYMS
Acronym	Definition
ANI	Automatic Number Identification
BNA	Billing Name and Address
BTN	Billing Telephone Number
CARE	Customer Account Record Exchange
CIC	Carrier Identification Code
CLEC	Competitive Local Exchange Company [Local Service Provider]
CTI	Customer Type Indicator (i.e., Business or Residence )
ISI	Industry Support Interface (CARE/ISI)
IXC	Interexchange Carrier [a.k.a. Access Customer]
JI	Jurisdictional Indicator (IntraLATA and/or InterLATA and/or International)
LSP	All wire-line Local Service Providers (i.e., ILEC, ICO, CLEC)
LSP-ID	Local Service Provider - Identification
PIC	Primary Interexchange Carrier
Non-Pub/Non-List	Not Published in a Directory and not available from Directory Assistance/Not Listed in
	Directory but may be obtained from Directory Assistance
SI	Status Indicator
TC	Transaction Code
TCSI	Transaction Code Status Indicator
UNE-P	Unbundled Network Element Platform
WTN	Working Telephone Number